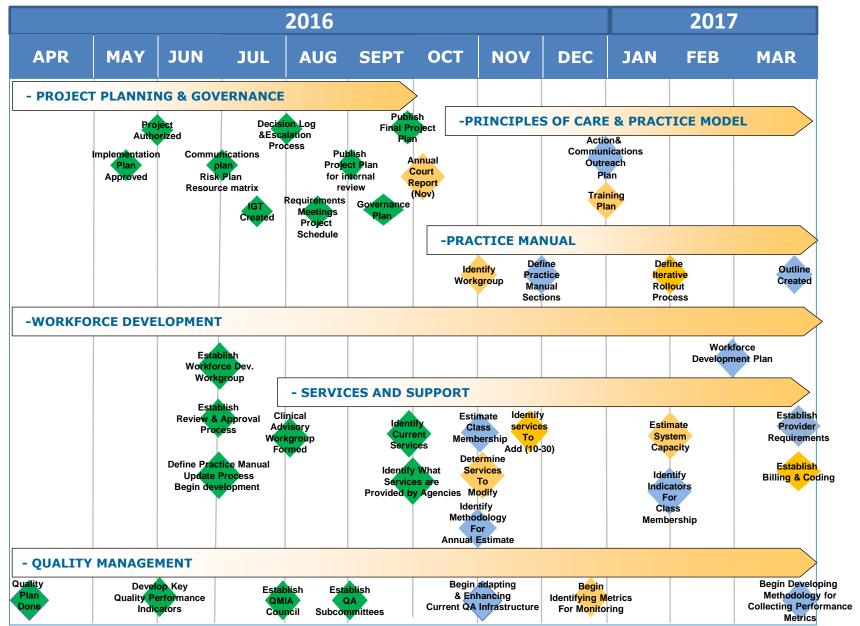








YES Timeline





YES Timeline

	2017									2018		
APR	MAY	JUN	JUL	AUG	SEPT	ост	NOV	DEC	JAN	FEB	MAR	
-ACCESS		1										
Map	ping plete pereception of Plan t Changes	Crea Proc To Distri Chec	bute		CANS Training Begins			Starts Pro	blish ssment cess Process eating Screening			
-PRACTIC								Bec	in			
	Ide <u>ntify</u> Busine <mark>ss Pro</mark> cesses To <mark>Upda</mark> te Manual		Publish Initial Version		Implei QMIA St To Improv	rategies	Revi Wr		ions ere ssary			
-PRINCIP	LES OF CA	RE & PRA	CTICE MO	ODEL								
		Fo	lethodology For & Sustainability	Create Rollout & Training Schedule				Adopting & PM				
					-S	ERVICES	AND SUP	PORT				
- DUE PRO	OCESS							Cla	Reimbu	sign rsement		
evelop Iden Otices Hearing Proce	Rights dures	view Contracts & Update	Sta Cha	aft tute nges				Memt	ership Metho	<mark>do</mark> logy		
	E DEVELOPMEI	ND PROJECT M NT PLAN IMPL		& MEASUREME	ENT		A					
							Annual Court Report (Nov)					



YES Timeline

2018									2019			
APR	MAY	JUN	JUL	AUG	SEPT	ост	NOV	DEC	JAN	FEB	MAR	
-ACCESS												
								Acc	Implement Access Model			
PRACTIC	E MANUAI	L										
	Review Revisions		Make Final Changes			Finalize Practice Manual					Begir Implemer Practio Manua	
PRINCIP	LES OF CA	RE & PRA	CTICE MO	DEL								
		Ro	actice Model ollout nplete					Work wi To Re & Re If Nece	view vise			
- SERVIC	ES AND SI	UPPORT										
			Roll Serv					Estin Cla Membe	ss . T	Work with QMIA o Review Metrics od Revise Service If Necessary	S	
- DUE PR	OCESS											
			Complaint Response System Operational		System T	Co <mark>nd</mark> uct Syst <mark>em Trac</mark> king & Re <mark>po</mark> rting						
WORKFO		LOPMENT F	PROJECT M		IG ON & MEAS	UREMENT						
							Co Rej	nual urt port ov)		Qua	pare To Develor ality Action Pla With Plaintiffs	